



CWT To Go Frequently Asked Questions (FAQs)

Q-and-A content:

- [Overview.](#)
 - ▣ [General information.](#)
- [Registration and login.](#)
- [Features.](#)
 - ▣ [Itineraries.](#)
 - ▣ [Mobile check-in.](#)
 - ▣ [Calendar sync.](#)
 - ▣ [Other features.](#)
 - ▣ [Android-specific features.](#)
 - ▣ [BlackBerry-specific features.](#)
- [Technical assistance/troubleshooting.](#)
 - ▣ [Troubleshooting for Android-specific features.](#)
 - ▣ [Troubleshooting for BlackBerry-specific features.](#)
 - ▣ [Troubleshooting for iOS-specific features.](#)

Overview

CWT To Go™ is a complimentary mobile travel app available to all CWT travelers through their smart device's app store. Before and during their trip, *CWT To Go* gives travelers immediate access, via their smartphone or iPad tablet, to traveler services, such as itineraries, flight alerts and mobile check-in.

General Information

CWT To Go is now powered by WorldMate, the industry-leading and award-winning travel app. The more powerful, easier-to-use *CWT To Go* gives business travelers the premium features and helpful services they need to stay informed and efficient on the road, without the risks associated with nonapproved, third-party apps.

Q. How much does *CWT To Go* cost?

A. As always, the *CWT To Go* app is complimentary to CWT clients and their travelers.

Q. Is the app available in additional languages?

A. *CWT To Go* is available in English only. French, German, Italian and Spanish versions are in development.

Q. For which devices is *CWT To Go* available?

A. *CWT To Go* is available on these device platforms:

- [iPhone/iPod Touch and iPad](#).
 - ▣ All devices with iOS 5.0 or above.
- [Android](#).
 - ▣ All smartphone devices with OS 2.2 (Froyo) or above.
 - ▣ Tablets are not supported.
- [BlackBerry](#).
 - ▣ All devices with OS 5.0 or above.
 - ▣ Excludes BlackBerry Style 9670, BlackBerry Pearl 9100/9105 and BlackBerry Z10.
 - ▣ BlackBerry devices do not have the tutorial or welcome screen.

Q. How do I get the app?

A. Visit <http://www.carlsonwagonlit.com/cwt-to-go/> for links and QR codes to all three app stores, or click [here for Android](#), [here for BlackBerry](#) or [here for iPhone/iPad](#) to go directly to that app store.

Q. Can I still use my WorldMate account if I download and use *CWT To Go*?

A. Yes, WorldMate and *CWT To Go* are separate apps using separate credentials.

Registration and login

Q. I am a previous *CWT To Go* user. Can I use the same login/password?

A. To protect your security, existing passwords were not transferred to the new app.

Q. How do I access the *CWT To Go* app?

A. After downloading the *CWT To Go* app from your device's corresponding app store, use your CWT account information to log in.

Q. What is a CWT account?

A. For those users who already access *CWT Portal* with an email address as their user ID and a password, their *CWT Portal* credentials are also their CWT account credentials. With a CWT account, users will now use the same login details to access *CWT To Go* and *CWT Portal*, making it easier to manage their travel.

Q. What if I don't have *CWT Portal* credentials (and, therefore, a CWT account)?

A. If you do not have *CWT Portal* credentials established, you will follow a simple self-registration process within the app to establish your CWT account. Simply enter your work email address, and the new app will direct you through the steps.

Q. I am not sure if I have *CWT Portal* credentials (and, therefore, a CWT account). What do I do?

A. Enter your work email address in the appropriate field and the app will walk you through the registration process step by step.

Q. Can I use something other than my email address as my user ID?

A. To access *CWT To Go*, your user ID must be an email address. If your *CWT Portal* username is something other than an email address, please access your account in *CWT Portal*. Then, go to login settings. In the "manage user" section, change your username to your email address.

Features

Q. Are all features available on all devices?

A. No, some features vary by device.

Itineraries

Q. How do I add my non-CWT booked itineraries to my *CWT To Go* app?

A. You can add your trip details to the app manually, or you can forward your non-CWT itinerary to plans@cwttogo.com. If you email your itinerary, make sure to forward the information from the same email address you use to access *CWT To Go*. Your trip will be automatically loaded into your app, and you will receive an email confirmation upon successful upload of the information.

Q. Are rail itineraries available in the app?

A. Yes, rail itineraries are now available in the app; however, train itineraries booked through CWT may or may not sync automatically. The automatic sync depends on the way the booking is processed. If your rail itinerary did not automatically sync to the *CWT To Go* app, email your confirmation to plans@cwttogo.com to have it added to the app.

Q. How do I know if my non-CWT booked itineraries can be accepted by email?

A. Go to http://www.worldmate.com/supported_providers.php for a list of the more than 200 supported suppliers.

Q. I sent my non-CWT booked itinerary to plans@cwttogo.com, but it does not appear in my *CWT To Go* app. Why?

A. You must send your itinerary confirmation from the same email address you use to access *CWT To Go*. In addition, the travel confirmation must be from a [supported travel provider](#).

Q. I received a confirmation saying my itineraries were successfully added, but I cannot find them in my *CWT To Go* account. How do I get the itineraries to display?

A. On iPhone or Android devices, initiate a manual sync on your device by tapping the sync button in the "My Trips" menu of the application. On iPad, drag down the "My Trips" menu to sync. On BlackBerry, press the device's menu button and select "Synchronize Trips."

Q. My travel provider is supported, but the confirmation email is being rejected. Why?

A. Please make sure:

- You forward the confirmation email as is. Do not alter it in any way.
- The subject and content of the email are in its original format.
 - ▣ If your email program automatically adds the "FW" prefix in the subject line, it is okay.
- If the mailing program allows it, forward the email in HTML format, rather than plain text.
- Make sure the text of the original email is in the body of the forwarded email and is not sent as an attachment.

Mobile check-in

Q. How do I check-in for my flight and get my paperless boarding pass?

A. Based on your itinerary information, *CWT To Go* determines whether online check-in and paperless boarding passes are available. When you click to check in, you are directed to your airline's mobile website to complete your check-in. Paperless boarding passes are available only for certain airlines and airports. For more information about paperless boarding pass programs, check with your country's governing agency—for example, [TSA's website](#) in the U.S.

Q. How many airlines are available for mobile check-in?

A. There are more than 250 airlines worldwide offering mobile check-in.

Q. Is mobile check-in available on all devices?

A. The mobile check-in feature is available on iPhone, iPad and Android devices.

Calendar sync

Q. How do I turn on the calendar sync feature of *CWT To Go*?

A. Within the *CWT To Go* app, please do the following:

■ For iOS devices (iPhone/iPad):

- ▣ Go to Tools > Settings.
- ▣ Scroll down and tap "calendar sync."
- ▣ Turn on "sync trips to calendar."
- ▣ Select a calendar to sync the trips to from the list displayed.

■ For Android devices:

- ▣ Push the menu button on your phone, and select "settings." (Or, go to the "General" screen and tap "settings.")
- ▣ Tap "calendar sync."
- ▣ Tap the box next to "sync trips to calendar" to check it.
- ▣ Select a calendar to sync the trips to from the list displayed.

■ For BlackBerry devices:

- ▣ Go to Menu > Settings > Calendar sync settings.
- ▣ Select "open."
- ▣ Change "sync your calendar with CWT To Go" to "yes."
- ▣ Select "yes" for each travel type you would like to sync.

Q. Why didn't my *CWT To Go* trip details immediately populate in my calendar?

A. When a trip is added to *CWT To Go*, there may be a delay seeing the details in your calendar. This is due to the sync settings on your device, which differ for each device type and user.

Q. I'm an iPhone/iPad user. Why did I receive a message requesting permission for *CWT To Go* to access my calendar?

A. Apple introduced a new feature in iOS 6 to provide users control over apps accessing private information, such as calendars. After enabling calendar sync for the first time, you will receive a pop-up message to grant the *CWT To Go* app permission to access your calendar. You can change your permission setting on the device by going to Settings > Privacy > Calendars.

Other features

Q. How do I change the temperature display between Celsius and Fahrenheit?

A. Within the *CWT To Go* app, please do the following:

■ For iOS devices (iPhone/iPad):

- ▶ Go to: Tools > Settings.
- ▶ Scroll down and click on Celsius or Fahrenheit.

■ For Android devices:

- ▶ Push the menu button on your phone, and select "settings." (Or, go to the "General" screen and tap "settings.")
- ▶ Click on "temperature format" and choose Celsius or Fahrenheit.

■ For BlackBerry devices:

- ▶ Go to: Menu > Settings.
- ▶ Choose the appropriate temperature format from the drop-down menu.

Q. How do I change the time format (12-hour clock versus 24-hour clock) on my device?

A. *CWT To Go* uses your device's time settings.

■ For iOS devices (iPhone/iPad):

- ▶ From the main menu, go to: Settings > General > Date & Time.
- ▶ Check to see if 24-hour time is set to on.

■ For Android devices:

- ▶ From the home screen, push the menu button on your phone, and select settings.
- ▶ Scroll down and tap "date & time."
- ▶ Tap the box next to "use 24-hour format" to check or uncheck it.

■ For BlackBerry devices:

- ▶ On the device, go to: Options > Display > Date and Time.
- ▶ Choose the desired time format.

Q. Who provides the local search service? Are there any device or country limitations?

A. The local search service is based on Yelp and is available for BlackBerry, iPhone and iPad. The countries covered are: Australia, Austria, Belgium, Canada, France, Germany, Ireland, Italy, the Netherlands, Spain, Sweden, Switzerland, the U.K. and U.S.

Q. Does the flight schedule feature display low-cost carriers?

A. [OAG](#), an aviation intelligence company, provides the flight schedule information. If the low-cost carrier provides flight schedule information to OAG, it will likely appear within the search results.

Q. Who supplies the information for the travel alerts?

A. [FlightStats](#), a leading provider of day-of-travel data services to the travel industry and traveling public, supplies all flight-data information for the travel alerts that are pushed to your smart device. CWT encourages travelers to continue to check with their airline carrier for updated information.

Q. Why am I missing/not receiving travel alerts?

A. If flight data is missing or late, it is probably due to one of the following reasons:

- Airlines occasionally provide data on their respective websites but not to the flight-tracking industry.
- Some airlines do not provide actual gate departure or arrival times.
- Some airlines share no data.
- Budget and charter airlines tend not to share data or only share limited data, so the flight may not be listed until near the departure time.
- Gates and terminals often are not provided until approximately 60 minutes prior to departure.
- Some airlines—particularly carriers outside the U.S.—do not share any gate data with the flight-tracking industry.
- If you encounter longer delays or any inaccurate information, please [email us](#) (see country/region email addresses [below](#)) and include the following:
 - ▣ Airline, flight number and departure date.
 - ▣ The information that you expected to see.
 - ▣ The information that the app displayed.

Android-specific features

Q. How do I change the distance format (kilometers versus miles) on the app?

A. Within the *CWT To Go* app, please do the following:

- Push the menu button on your phone, and select settings. (Or, go to the “General” screen and tap settings.)
- Tap “distances format.”
- Choose miles or kilometers.

Q. How do I add the *CWT To Go* widget to my Android device?

A. First, ensure that the *CWT To Go* app is installed to your phone's internal memory and not to your micro SD card. (See the [technical support section](#) for more information.) To add the widget, press and hold an empty space on one of your Android home screens and select "widgets." Choose *CWT To Go* from the list of widgets. Alternatively, you can press the menu button on your phone (far left), click on "add" and select "widgets" from the menu. Choose *CWT To Go* from the list of widgets to add it to your home screen.

Q. How do I activate/deactivate voice notifications on my Android device?

A. To activate or deactivate the weather narration, go to the "General" screen of the *CWT To Go* app (scroll one to the right). Tap "travel notifications" and verify the following settings:

■ Under the evening notification heading:

- ▶ Tap on "notification display."
 - Choose "every day" or "only while traveling" to enable voice notifications.
 - Choose "never" to disable voice notifications.
- ▶ Tap on "weather narration."
 - Choose "on" to enable.
 - Choose "off" to disable.

■ Under the morning notification heading:

- ▶ Tap on "notification display."
 - Choose "every day" or "only while traveling" to enable voice notifications.
 - Choose "never" to disable voice notifications.

BlackBerry-specific features

Q. What is the TripCatch feature for BlackBerry?

A. TripCatch automatically identifies non-CWT travel confirmation emails and synchronizes them with *CWT To Go* without needing to manually forward the confirmations. Simply put, TripCatch knows a certain email is a travel confirmation email and automatically takes care of it for you. With TripCatch, you decide the level of automation you want. You can choose to have TripCatch alert you whenever a travel confirmation email is detected—at which point, you can decide if you want to integrate that booking into your itinerary or not. Or, you can have a fully automated process by allowing TripCatch to integrate all the travel bookings it detects.

Technical assistance/troubleshooting

Q. I am a user of the previous *CWT To Go* app and have installed the new *CWT To Go*. Why do I now have two versions of the app on my phone?

A. You simply need to manually uninstall the previous app from your phone. Please follow the application uninstall instructions for your device.

Q. I'm using *CWT To Go* for the first time. Why can't I see my upcoming trips?

A. Upon accessing the app for the first time, it may take up to 30 minutes for upcoming trips to populate. The amount of time depends on the number of reservations per user. After 30 minutes, you may need to initiate a manual sync on your device by tapping the sync button in the upper right corner on the "My Trips" screen of the app (iPhone/Android devices). On the iPad app, drag down the "My Trips" menu to sync. On BlackBerry, press the device's menu button and select "synchronize trips."

Q. Why didn't I receive my flight alert notification?

A. Flight update notifications start 48 hours before the flight's departure time. Please ensure notifications are turned on, within the app:

■ **For iOS devices (iPhone/iPad):**

- ▶ Go to Settings > Notifications > locate *CWT To Go* and click on it.
- ▶ Enable and set all of the following to on:
 - Notifications center.
 - Alert style (select banners or alerts).
 - Badge app icon.
 - Sounds.
 - View in lock screen.

■ **For Android devices:**

- ▶ To enable flight notifications, tap "Travel Notifications" from the "General" screen of the *CWT To Go* app. (Flick one screen to the right.)
- ▶ Verify the following settings:
 - Flight notification > Notification display: Enabled.
 - Flight notification > Time before flight: Choose number of hours before flight.
 - Flight notification > Notification sound: On.

■ **For BlackBerry devices:**

- ▶ Go to Menu > Settings.
 - Select flight reminder time.
- ▶ Turn trip reminder to on.
- ▶ Turn notification to on.

Q. Why is my completed trip still showing in the upcoming trips section of the app?

A. A trip moves to the past trips section approximately one full day after the last day of the trip. For example, if your trip ended on June 20, it will move to past trips on June 22.

Q. Where can I get additional technical support and assistance?

A. Please refer to the list below and submit an email to the Technical Service Center for your country or region.

- Asia Pacific: product.support@carlsonwagonlit.com
- Europe:
 - ▶ Austria: onlinesupport@carlsonwagonlit.at
 - ▶ Belgium: onlinesupport.be@contactcwt.com
 - ▶ Denmark: tsc.dk@contactcwt.com
 - ▶ France: onlinesupport.ecenterbelfort.fr@contactcwt.com
 - ▶ Germany: onlinesupport@carlsonwagonlit.de
 - ▶ Italy: onlinesupport@cwtbook.it
 - ▶ Netherlands: onlinesupport@carlsonwagonlit.se
 - ▶ Poland: onlinesupport@carlsonwagonlit.pl
 - ▶ Sweden: onlinesupport@carlsonwagonlit.se
 - ▶ Switzerland: onlinesupport@carlsonwagonlit.ch
 - ▶ United Kingdom and Ireland: onlinesupport.warr.uk@contactcwt.com
 - ▶ Other European countries: CISteamdispatcher@cwt-ecenter.com
- The Middle East: CISteamdispatcher@cwt-ecenter.com
- Latin America:
 - ▶ Brazil: tscbrasil.br@contactcwt.com
 - ▶ Argentina, Chile, Colombia, Mexico, Peru and other countries: cwtlatamit@carlsonwagonlit.com
- United States and Canada: tsc.us@contactcwt.com

Troubleshooting for Android-specific features

Q. Why doesn't the CWT To Go widget appear in the list of widgets?

A. CWT To Go will not appear in the widgets list if the app is not installed to your phone's internal memory (i.e., it is installed on an external memory/micro SD card). To install the app on the device, go to Settings > Applications > Manage applications > (Select) CWT To Go > (Click) Move to phone. Power cycle your device to apply the changes. You will see the widget in the widgets list and can add it to your Android's home screen.

Q. I added the CWT To Go widget to my Android's home screen, but now it is gone. What happened?

A. If you originally installed CWT To Go to your phone's internal memory and added the widget, but then moved the app to your phone's external memory card, the widget will no longer appear on your home screen. Follow the instructions in the previous question to be able to use the widget.

Troubleshooting for BlackBerry-specific features

Q. I downloaded *CWT To Go* to my BlackBerry, but the icon is missing from my home screen. How can I make the icon visible?

A. For the icon to be visible, please ensure the device is set properly:

- Make sure the icon is present in either the "applications" or "downloads" folder from the home screen. On version 5.0 software and above, the app should reside on the home screen.
- Select the "show all" option in the BlackBerry home screen.

Q. How do I reset the application permission settings?

A. Depending on which BlackBerry smartphone you have, follow one of these three paths:

- Menu > Options > Advanced Options > Applications.
- Menu > Options > Device > Application Management.
- Menu > Options > Applications.
 - ▢ Scroll down the list of applications until you find *CWT To Go*.
 - ▢ Highlight *CWT To Go* and press the menu button on your device.
 - ▢ Select "edit permissions" from the menu.
 - ▢ Make sure that all three options on top (connections, interactions and user data) are set to "allow" or "custom."
 - ▢ Press the menu button and select "save."
 - ▢ Launch *CWT To Go* and access the "connection setup" screen:
 - ▢ Menu > Settings > Connection.
 - ▢ Select "automatically configure connection," and the application will detect your connection.
 - ▢ Please follow the recommended options.
 - ▢ If the automatic detection fails, please choose "manual configuration," and select your carrier from the list.
 - ▢ If your carrier is not in the list, you will need to add a new operator manually. Please contact your carrier, and request the following settings details: APN address, port number and IP address.

Troubleshooting for iOS-specific features

Q. Why doesn't *CWT To Go* recognize my current location?

A. On iOS devices (iPhone/iPad), there are three requirements for *CWT To Go* to be able to identify your current location:

- The location service on your device has to be on.
 - ▢ Home screen > Settings > Location Services > (Location Services).
- The *CWT To Go* app on your device has to be allowed access to the location service.
 - ▢ Home Screen > Settings > Location Services > (CWT To Go).
- Your device must be connected to the Internet.
 - ▢ Home Screen > Settings > General > Network > (Enable either Wi-Fi or cellular data).